

BBM for BlackBerry 10



User Guide

Contents

What's new in BBM.....	5
What's new in BBM.....	5
Get started.....	6
About BBM.....	6
Signing in to BBM.....	6
Change your BBM status or profile.....	6
Contacts.....	8
Add a BBM contact.....	8
Transferring your BBM Enterprise contacts.....	9
Organize your contacts.....	10
Why don't all of my BBM contacts have profile pictures?.....	10
Chats.....	11
Start a BBM chat.....	11
Retract or delete a message or chat.....	13
Quote a message.....	14
Forward a message.....	14
Start a private chat.....	14
Start a BBM group chat.....	15
Start a BBM video chat.....	18
What emoticons can I use in BBM?.....	19
Why are some chats BBM Protected?.....	19
Notifications and feeds.....	20
BBM icons.....	20
View your BBM Channels notifications.....	22
Hide feeds from a BBM contact, group, or channel.....	22
Don't miss pings from BBM	23

Discover BBM..... 24

Download and buy stickers..... 24

Buy a subscription..... 24

Using your subscriptions and stickers after you switch devices 25

BBM Channels..... 26

Join a BBM channel..... 26

Create a BBM channel..... 27

Add a post to your BBM channel..... 29

What's new in BBM

What's new in BBM

The new features for BBM 10.14 include the following:

Chats

- Start a BBM group chat, and share and view pictures, lists, and calendar events within a group chat.
- Retract pictures, stickers, and other file types after you send them to a BBM contact.

Tip: If you are traveling or roaming, you can use BBM over a Wi-Fi connection to help avoid extra data charges.

Get started

About BBM

With BBM, you can chat and share in real time with your friends, family, and coworkers. You control your contact list and decide who can add you as a contact. During a BBM chat, you can see when someone has read your message or is typing a reply, and you can share pictures and other files.

Besides messaging with your BBM contacts, you can also chat with several people in a group chat. Plus, with BBM Channels you can connect with people outside of your contact list about topics that interest you. Join channels from people, brands, and services to see their posts, or create your own channel.

Signing in to BBM

When you first set up your device, you're prompted to create a BlackBerry ID, or you can sign in using an existing BlackBerry ID. Once you finish setting up your device, you're automatically signed in to BBM.

When you create a new BlackBerry ID, you can use either an email address or a phone number as your BlackBerry ID. If you use an email address as your BlackBerry ID, you receive a confirmation email message. To make it easier to reset your password, you should confirm your BlackBerry ID. If you use a phone number as your BlackBerry ID, you can receive a text message to verify your BlackBerry ID.

Change your BlackBerry ID phone number

If you used your phone number as your BlackBerry ID, be sure to change your BlackBerry ID immediately after switching to a new phone number. If you don't change your BlackBerry ID to your new phone number, you might lose access to your BBM account if your old phone number is reassigned to someone else by your service provider.

Tip: To help maintain access to your BBM account, set a password recovery question and answer.

1. Tap your BlackBerry ID and, if necessary, enter your BlackBerry ID password.
2. Tap **Edit Account Information**.
3. Type your new phone number.
4. Tap **Save**.
After you change your phone number, you can receive a text message to verify your new BlackBerry ID.

Change your BBM status or profile

Let your BBM contacts know what you're doing or share your mood by changing your BBM name, status, or picture.

1. At the top of the screen, tap your picture or name.
2. Do any of the following:
 - To change the name that your contacts see, tap your current name.
 - To change your BBM picture, tap your current picture.
 - In the **What's on your mind?** field, type a status.
 - To show the  icon beside your name, tap **Status > Busy**.

Set a custom status

1. Tap the **Status** field > **Edit Status Messages**.
2. Tap .
3. Type a status that you want to save and use again.
4. Tap **Done**.

You can select your custom status in the **Status** field.

Show your location

To help your contacts know when you might be unavailable to chat, in BBM you can show the country that you're in and the local time.

1. In BBM, swipe down from the top of the screen.
2. Tap .
3. Turn on the **Show My Country and Time** switch.

Contacts

Add a BBM contact

You can add contacts to BBM in different ways depending on the information that you have. For example, you can type someone's contact information or scan a BBM barcode. You might also be able to add contacts using NFC technology (if supported by your device).

When you invite someone to BBM by entering their email address or phone number, they receive an email or a text message with a link to download BBM.

1. Tap  or  > .
2. Tap .
3. Select an option.
4. If necessary, enter a PIN number, phone number, or email address. Tap **Send**.

To cancel an invitation you sent, touch and hold the invitation. Tap .

Show your BBM Enterprise PIN or barcode

A PIN is a unique combination of numbers and letters used to identify each person in BBM Enterprise. If you don't want to share personal information, like your phone number or email address, you can share your PIN. People can add you as a BBM Enterprise contact if they know your PIN, or if you show them your BBM Enterprise barcode.

1. At the top of the screen, tap your picture or name.
2. Tap . Your PIN appears under your BBM barcode.

Delete a contact

If you delete a BBM Enterprise contact, you are removed from that person's contact list as well.

1. Tap  or  > .
2. Touch and hold a name.
3. Tap .

Unblock a contact

You can view your blocked contacts in your BBM Enterprise settings.

1. In BBM Enterprise, swipe down from the top of the screen.
2. Tap .
3. Tap **Blocked Contacts**.
4. Touch and hold a name.
5. Tap .

Now you can add the person as a BBM Enterprise contact.

I can't add a BBM contact

1. If you invited someone to BBM but can't start a chat with the person, try any of the following:
 - To check if the contact recently changed names, tap .
 - Check that the email address, phone number, or PIN in your invitation matches the person's current information.
 - Check if you blocked this person.
2. If the person doesn't have BBM, you might have to wait for them to download and set up BBM. Contact the person to verify before you invite them again.
3. If the person's device is turned off or if the person blocks you, your invitation might continue to appear in your Sent list. To view your pending BBM invitations, tap >  or  > .

Transferring your BBM Enterprise contacts

The BBM Enterprise app is designed to back up your contacts and profile info using your BlackBerry ID. If you switch devices or lose your device, you can transfer and restore your BBM Enterprise contact list by signing in to BBM Enterprise using your existing BlackBerry ID.

I used the wrong BlackBerry ID for BBM

If you accidentally sign in to BBM using the wrong BlackBerry ID, you must delete all of the data from your BlackBerry device to use a different BlackBerry ID.

To verify the BlackBerry ID that you are using, do the following:

1. On the home screen, swipe down from the top of the screen.

2. Tap  **Settings** > **BlackBerry ID**.

Organize your contacts

If you have many contacts, you can organize them into categories. For example, you can create a category for coworkers, or your family.

1. On the **Contacts** screen, touch and hold a name.
2. Tap **Move Contact**.
3. Tap a category, or tap  to create a category.

To delete a category, move the contacts out of it first. Then, touch and hold the category name and tap .

View someone's BBM profile

You can view contact details in someone's BBM profile.

1. Touch and hold a name.
2. Tap .

Tip: If you have a few contacts with similar names, you can type a new name for the contact on this screen.

Hide Instant Previews for a BBM contact

By default, Instant Previews appear for all BBM chats when you're in another app. You can hide Instant Previews for a specific BBM contact.

1. On the **Contacts** screen, touch and hold a name.
2. Tap .

To see message previews from the contact again, repeat step 1 and tap .

Why don't all of my BBM contacts have profile pictures?

If some of your contacts don't set a profile picture in BBM, you won't see a picture for them in chats or in your list of BBM contacts.

Chats

Start a BBM chat

You can chat in real time with your BBM contacts and know when someone has read your message. Share pictures, voice notes, your location, and other files.

1. On the **Chats** screen, tap .
2. Tap a contact. If you can't find particular contacts, they might be pending contacts or might have recently changed their name.
3. Type your message.
4. To add an emoticon or sticker to your message, tap . Do any of the following:
 - To add an emoticon, tap .
 - To add a sticker, tap a sticker.
 - To hide some of your sticker packs, tap . Next to the sticker pack that you want to hide, turn off the switch.
5. To ping someone, tap  > .

Send pictures, Glympse locations, or files

Depending on your device, some features might not be available.

1. Tap .
2. Do one of the following:
 - To attach a file, select one of the options.
 - To take a picture, tap .
 - To record a video, tap . Scroll to **Video**.
 - To record and send a voice note, tap .
 - To send a Glympse so the BBM contact can follow your location on a map until a specified time, tap . Touch the circle and slide your finger to adjust the duration from 5 minutes up to 4 hours.

View or change a Glympse

In a chat, you can view shared or received locations with Glympse.

1. Tap .
2. If necessary, zoom or pan on the map.
3. To change how long you want your location to be available for, tap .

Send money with PayPal

Send money to a BBM contact quickly and easily using PayPal!

The first time you send money to a BBM contact, you must enter your email address and PayPal password to associate your PayPal account with BBM. If you don't have a PayPal account, you must create one before you send money.

The BBM contact you want to send money to must have the latest version of BBM installed to receive money from you. Depending on your region, this feature might not be available.

1. In a chat, tap  > .
2. If you're sending money to a BBM contact for the first time, sign in to PayPal.
3. Enter the amount of money you want to send.
4. Tap **Next**. Follow the instructions on the screen to send money.

Start a BBM chat with someone from your device's contact list

You can quickly start a BBM chat with someone in your device's contact list without adding the user as a BBM contact. People from your device's contact list who are using BBM are listed in the **Contacts** category in BBM, while people you added to BBM are listed in the **BBM Contacts** category.

You can send and receive messages from people in your device's contact list, but these people can't see your BBM status or profile picture, and they can't call you using BBM Video or BBM Voice.

1. On the **Contacts** screen, under the **Contacts** category, tap a contact.
2. Type your message.

Tip: To add a person to your BBM contacts, tap **Add to BBM Contacts** at the top of the chat.

Send a timed message or picture

You can send messages and pictures that can be viewed for a specified amount of time. The item is hidden in the chat until you touch and hold to reveal it. After the timer expires, the content can't be viewed.

1. After typing a message or attaching a picture, tap  > .
2. Select how many seconds you want the other person to be able to view the item for.

3. Tap **Send** or **OK**.

BBM is designed to alert you if the person takes a screen shot of the timed item. If you don't want to see the  icon in chats, you can change your BBM settings.

Send a broadcast message

You can send the same message to multiple contacts with the broadcast message feature.

Tap  > .

View your chat history

You can scroll up in an active chat to view messages that you sent or received. BBM can show up to 10,000 messages for each contact. With a file manager app, you can browse pictures or files that a BBM contact shared if you saved them to your device.

If you want to view recent messages after you end a chat, you can change your BBM options.

1. Tap  > .
2. Turn on the **Automatically Save Your Chat History** switch.

Tip: You can copy important notes to another app or you can use email to share the chat history by tapping .

Tip: When you turn on the **Save Chat History** switch, your chat history is saved at a regular interval. To save your most up-to-date chat history manually, tap **Back up now**.

Note: Your BBM settings, including your chat history, aren't saved when you switch devices or reinstall BBM.

Retract or delete a message or chat

If you didn't mean to send a particular message, you can retract it. When you retract a message, it no longer appears on your devices or your contact's device.

If you want to remove the messages from your devices only, you can delete a message. When you delete a message, it still appears on your contact's device.

1. In a chat, touch and hold a message or picture that you sent.
2. Tap **Delete Message**.
3. Do one of the following:
 - To delete the message or picture from your devices only, tap .
 - To retract the message from your contact's device, tap the retract icon.

Retract all messages in a chat

When you end a chat with a contact, you can retract all the messages that you sent in the chat. When you retract a chat, all the messages you sent in that chat no longer appear on your devices or your contact's device.

In the chat, tap , then tap **Retract Chat**.

You can also touch and hold a chat in the chats list, then tap **Retract Chat**.

Edit a message

If you made a mistake in a message that you sent, you can edit your message. When you edit a message, the original message is retracted and it appears in the message field so you can easily make your changes and resend it.

1. In a chat, touch and hold a message you sent.
2. Tap **Edit Message**.
3. Type a new message.

Quote a message

1. In a chat, touch and hold the message you want to quote.
2. Tap **Quote Message**.
3. Type a comment to add to the quoted message.

Forward a message

1. In a chat, touch and hold the message you want to forward.
2. Tap **Forward Message**.
3. Tap a contact to forward the message to.
4. Tap **Forward**.

Start a private chat

Keep your sensitive chats discreet with private chats. In a private chat, your contact's name is hidden, and new message notifications are turned off. Your chat is automatically deleted after a short time, or when you end the private chat.

In a chat, tap .

Start a BBM group chat

You can chat in real time with a group of BBM contacts. You can also share pictures, voice notes, your location, and other files.

You can also enhance your group chat with topics, events, and lists. You can plan calendar events with a group, track to-do lists, and start multiple chat topics within a group chat. For example, you can confirm your plans in a group chat and then create an appointment or checklist that everyone in the group chat can see. You can choose to use these features when you start a new group chat.

A standard group chat can include up to 250 people, including yourself. If you use the topics, events, and lists features, the group chat can include up to 50 people, including yourself.

1. On the **Chats** screen, tap .
2. Tap **Start Group Chat**.
3. Type a name for the group chat.
4. Tap the contacts that you want to chat with.
5. To use the enhanced group chat features, select the **Use group topics, events, and lists** checkbox.

Add more people to the group chat

1. In a group chat, tap .
2. Select an option for adding a person.
3. If necessary, enter a PIN number, phone number, or email address.
4. Tap **Send** or .

Add a picture to a group chat

1. In a group chat, tap .
2. Tap a picture > **Attach**.

To comment on a picture, in a group chat, tap a picture. In the field at the bottom of the screen, type a comment.

To view all the pictures in a group chat, at the top of the screen, tap the group name. Tap **Pictures**.

Add an event to a group chat

You can only add an event to a group if the group chat creator turned on this feature when starting the group chat.

1. In a group chat, tap .
2. Complete the instructions on the screen to add a subject, location, start date and time, and end date and time.
3. Click **Save**.

To view all events in a group chat, at the top of the screen, tap the group name. Tap **Events**.

Add a list and list items to a group chat

You can only add a list to a group if the group chat creator turned on this feature when starting the group chat.

After you add a list to a group chat, you can add items to the list, assign a person to each list item, and add a due date.

1. In a group chat, tap .
2. Do any of the following:
 - To create a new list, tap **New List**.
 - To add an item to an existing list, tap a list.
3. Type a list item.
4. If necessary, complete the instructions on the screen to add a category, assignee, due date, or priority.
5. Tap **Add**.

To edit a list or mark a list item complete, in a group chat, tap a list item.

To delete a list item, in a group chat, touch and hold a list item. Tap **Delete**.

To delete a list, in a group chat, tap a list item. Tap  > **Delete List**.

To view all lists in a group chat, at the top of the screen, tap the group name. Tap **Lists**.

Start a new chat topic

You can only start a new chat topic if the group chat creator turned on this feature when starting the group chat. When you start a new chat topic, the topic appears as a separate chat on your Chats screen.

1. In a group chat, tap  > **Create New Topic**.
2. Type a chat topic name.
3. Tap **OK**.

Change the group chat name, description, or profile picture

1. In a group chat, at the top of the screen, tap the group chat name.
2. Do any of the following:
 - To change the group chat name or description, next to the group name, tap . Type a group chat name or description. Tap **Done**.
 - To change the group chat profile picture, tap the profile picture. Tap . Tap a picture. Tap **Save**.

Make someone a group chat admin

When you create a group chat, you become an administrator for that group chat. Group chat administrators can control group membership and add other administrators.

Tip: After you create a group chat, consider having multiple admins or creating an administration password so you can reclaim admin rights if necessary, such as after switching to a new device.

1. In a group chat, tap  > **Group Settings**.
2. Do any of the following:
 - To make someone an admin, beside the **Administrators** field, tap **Edit**. Tap .
 - To set or change an administration password that members can use to become an admin, beside the **Administration Password** field, tap **Create** or **Edit**.

You can change the administrator password at any time.

Turn off group chat notifications

1. In a group chat, at the top of the screen, tap the group chat name.
2. Do one of the following:
 - If the group chat uses topics, groups, and lists, tap  > **Group Settings**. Turn off the **Chat notifications for this group** switch.
3. In a group chat, tap  > **Group Settings**.
- 4.

Start a BBM video chat

You can turn a BBM chat into a face-to-face conversation using the BBM video chat feature!

You can start a BBM video call with contacts who are using a supported BlackBerry 10 device. When you call a BBM contact who is using an Android™ or iOS device, your call is connected with voice only.

In a BBM chat, in the upper right corner of the screen, tap .

Answer or decline a BBM video or voice chat

When you receive a BBM Video chat or BBM Voice chat, the name of the person and the type of chat appear on your screen. You can silence the ring tone before you respond by tapping .

1. Touch and hold the circle at the bottom of the screen.
2. Do one of the following:
 - To accept the chat, slide your finger to the left. Release your finger when the circle covers  or .
 - To decline the chat, slide your finger to the right. Release your finger when the circle covers .

Tip: With the Reply Now feature, to send a BBM message to the person instead, tap .

Switch cameras

By default, your front-facing camera is used during BBM video chats.

In a BBM video chat, do any of the following:

- To switch to the rear-facing camera, tap .
- To move your video thumbnail, touch the thumbnail and drag it to a different corner of the screen.

Stop using BBM Video over a mobile network

When you prevent BBM Video from connecting over the mobile network, you can still use BBM Video over a Wi-Fi network.

1. In BBM, swipe down from the top of the screen.
2. Tap .
3. Turn off the **Allow BBM Calls Over Mobile Networks** switch.

About BlackBerry Natural Sound

The BlackBerry Natural Sound icon, , appears on the screen during a BBM Video chat or BBM Voice chat when the right network conditions are present.

BlackBerry Natural Sound technology is designed so that you can share experiences as if you were there. For example, you can hear nuances and variations in the other person's tone, pick up ambient sounds like music playing in the background, and experience stereo sound.

I can't see the video call icon

If you can't see the video chat icon in a BBM Enterprise chat, your device or your contact's device doesn't support video chats.

My BBM call is connected with voice only

You can only start a BBM video call with contacts who are using a supported Android™ or iOS device. When you call a BBM contact who is using a BlackBerry 10 device, your call is connected with voice only.

If your device, device camera, or operating system doesn't support BBM video calls, your call is connected with voice only.

What emoticons can I use in BBM?

BBM includes emoticons and flag icons that you can use in chats and when you change your status.

If you copy emoticons, for example from a browser, and paste them into BBM, your contacts might not be able to see those emoticons.

Why are some chats BBM Protected?

Even if you don't have BBM Protected, if your contact has Protected Plus, chats between you and this person are BBM Protected chats. The first time that you start a BBM chat with a BBM Protected contact, you specify a passphrase that the person must enter to join. After completing the passphrase step, you can start chats normally with this contact.

Notifications and feeds

BBM icons

Chats

Icon	Description
	Unread message in a chat
	Ping message Contact wants your attention
	File has been sent or received
	Unread broadcast message
	Draft BBM message
	Message is sending
	Message has been sent
	Message has been delivered
	Message has been read
	Message hasn't been sent yet Tip: Verify that your device is connected to a wireless network.
	Message couldn't be sent Tip: Touch and hold the unsent message, and tap  to resend it.
 or 	Contact is available for a video chat or voice chat
	You or the contact shared a Glympse location
	You or the contact is busy

Icon	Description
	Contact is listening to music
	BBM Protected contacts Contact can join a BBM Protected chat.

BBM Channels

Icon	Description
	Content has been reported as inappropriate
	Verified channel
	Local channel
	Private channel Only the channel owner can invite people to this channel.
	Favorite channel
	You are the channel owner

BBM group chats

Icon	Description
	BBM Protected group Only people with BBM Protected can join.
	You like this picture
	Comments have been added to the list
	This member is an administrator for the group

View your BBM Channels notifications

You can view all of your notifications for the channels that you joined or created. For example, you can see when people reply to your comment or like your post.

1. Tap  or  > .
2. Tap **Notifications**.

Tip: To mark a channel as a favorite so that you don't miss new posts, touch and hold a channel. Tap . On a BlackBerry device running BlackBerry 10 OS version 10.2.1 or later, new posts also appear in the BlackBerry Hub.

Hide feeds from a BBM contact, group, or channel

You can stop seeing notifications of updates from BBM contacts, channels, and groups. For example, you can hide feeds when contacts change their BBM status or picture.

1. Tap .
2. Touch and hold a name.
3. Tap .
4. If you hide feeds for a contact, select an option. Tap **OK**.

To restore the feeds, in your BBM settings, tap **Blocked Contacts and Feeds > Feeds**. Touch and hold a name. Tap .

Block sponsored content

You can block content or invites, such as content from a sponsored channel, in BBM.

1. Touch and hold a sponsored item.
2. Tap .

Don't miss pings from BBM

Depending on the notification settings for your BlackBerry device, you might not hear a sound when a BBM contact pings you.

1. In BBM, swipe down from the top of the screen.
2. Tap .
3. Do any of the following:
 - If your sound for notifications is normally on, and you want your device to vibrate when you receive a ping, turn on the **Vibrate on Ping** switch.
 - If your sound for notifications is normally off, or if you always want to know when someone pings you (including when your device is in Bedside or Phone Only mode), turn on the **Level 1 Alert for Ping** switch.

Discover BBM

Download and buy stickers

Visit the BBM Shop to download or buy stickers to use in your BBM chats!

1. Tap  or  > .
2. Tap a sticker pack.
3. In the upper-right corner of the screen, tap a price.

To restore purchased stickers, tap  > .

Buy a subscription

Get the most out of BBM with subscriptions to premium BBM features! Subscriptions that you buy are automatically renewed each month until they are canceled.

1. Tap  or  > .
2. Tap a subscription.
3. In the upper-right corner of the screen, tap **Subscribe**.
4. Follow the instructions on the screen to pay for your subscription.

Available BBM subscriptions



No Ads

You can enjoy an advertisement-free BBM experience with the No Ads subscription.



Custom PIN

With the Custom PIN subscription, you can create a PIN that's exclusively yours, and easy for you and your friends to remember.

When you buy this subscription, you're prompted to create your custom PIN. Your PIN must adhere to the following guidelines:

- Your PIN must be between six and eight characters long
- Your PIN must include only letters, numbers, underscores, or dashes
- Your PIN must include at least one underscore, dash, or letter between G and Z
- Your PIN must not start with "2AA"

Once you create your custom PIN, it remains yours until you cancel your Custom PIN subscription.



BBM Sticker Club

You can join the BBM Sticker Club to get the best sticker packs, including over 100 stickers when you first subscribe. Each month, a new set of sticker packs are added to the BBM Sticker Club, so the longer you stay a member, the more stickers you accumulate.

You can send these stickers to anyone on your BBM contacts list, even if your contact isn't a member of the BBM Sticker Club. If you cancel your subscription, you no longer have access to the sticker packs that you acquired from the BBM Sticker Club.

Cancel a subscription

1. From your device, open BlackBerry World.
2. Tap  > **My World** > **My Apps & Games** > **Subscriptions**.
3. Tap a subscription.
4. Tap **Unsubscribe**.

Using your subscriptions and stickers after you switch devices

Your BBM Shop stickers and subscriptions are associated with your BlackBerry ID. If you switch to an Android™ or a BlackBerry device, the stickers and subscriptions you purchased are moved to your new device when you sign in to BBM. If you're switching to an iOS device, your stickers are only moved if you are switching from another iOS device.

When you switch devices, you continue to have access to subscriptions you purchased. However, when it comes time to renew your subscription, be sure to renew it on your new device.

BBM Channels

Join a BBM channel

View, share, or comment on posts from people, brands, and services in BBM. You might also be able to start a BBM chat directly with the channel owner.

Tip: You can preview channels that you're thinking about joining.

1. Tap  or  > .
2. Search or browse for a channel.
3. Tap a channel. To view recent posts, tap **Preview**.
4. Tap .

Invite people to a channel

When you invite people to a channel or share a channel post, the message appears in a BBM chat.

1. Do any of the following:
 - To invite someone, in a public channel or a private channel that you created, tap .
 - To share a channel post, touch and hold a post. Tap .
2. Type a name or select a BBM contact.

Comment on a channel post

Channel owners can restrict comments.

1. In a BBM channel or on the **Feeds** screen, tap a post.
2. Do any of the following:
 - To like the post, tap .
 - To add a comment, type in the comment field.
3. To reply to a comment, tap the specific comment. Tap .

Tip: On the **Feeds** screen, tap a channel picture to see the full image.

Chat with a channel owner

In the channel's profile, you can see when the channel owner is available to chat.

1. In a channel, tap .
2. Type your message or select an emoticon.
3. Press the **Send** key.

When you end the chat, the channel owner can no longer reply to your message.

Report content as inappropriate

You can report a comment or a post to the channel owner if you think that the content is inappropriate or for mature audiences only. The channel owner might decide to delete the content.

1. Touch and hold a post or comment.
2. Tap .

To delete your complaint, repeat steps 1 and 2.

Leave a channel

In a channel, tap  > .

Create a BBM channel

When you create a public channel or private channel, you can share your perspective with the BBM community in posts, comments, and chats. You can change your channel profile picture, name, and status to let people know what's happening, specify chat hours, or restrict comments.

Channels that you create can't be transferred to another person.

1. Tap  or  > .
2. Tap  > .
3. Complete the following:
 - Select a picture.
 - Type a channel name.

- Select a category.
4. To control who can join your channel, turn on the **Private Channel** switch. You can't change this option later.
 5. Tap **Save**.

To access your channel on a computer, visit www.bbm.com/channels and sign in using your BlackBerry ID.

Edit your channel

Your channel posts and channel profile can help influence whether or not people join your channel. From the channel settings, you can turn on or turn off BBM chats and specify chat hours.

1. Open a channel that you created.
2. To change your channel profile or details, at the top of the screen, tap the channel picture or name.
3. To change your channel settings, tap  > .
4. To specify chat hours, in your channel settings make sure that the **Allow BBM Chats With You** switch is set to **On**. Then, beside the **Chat Hours** field, tap **Always Available** and set the switch to **Off**.

Tip: After chats are turned off for the day, you can finish your conversation in any chats that are still open.

View subscribers and statistics

You can view data on how people discovered your BBM channel and what posts are the most active. People can see your posts when they preview your channel, but they must join your channel if they want to like or comment on your posts.

1. In a channel that you created, tap **Stats**.
2. To view your current subscribers, tap **Subscribers**.

About verified channels

BlackBerry reviews BBM Channels across a variety of subjects on an ongoing basis and might identify some channels as verified, but you can't request this identification specifically.

The  icon identifies channels with authoritative content from people, brands, and services as verified channels.

Delete your channel

If you delete a BBM channel that you created, you can't restore the channel or its data.

In a channel that you created, tap  > .

Add a post to your BBM channel

Posts can be 400 characters long and can include pictures. As the channel owner, you can see how many people have read, liked, or commented on your posts.

1. In a channel that you created, tap .
2. Type a post title and message.
3. Do any of the following:
 - Add a picture.
Tip: If you add a GIF, check the picture's properties as only pictures 2 MB (4000 pixels) or smaller will animate.
 - Add emoticons.
4. Tap **Post**.

Repost

You can share posts from public channels in your channel, but you can't edit the post.

1. In a channel or on the **Feeds** screen, tap a post.
2. Tap .
3. Select a channel to add the post to.

Delete a post or comment

As the channel owner, you can delete a post and all of its comments, delete a comment, and block a subscriber.

1. Touch and hold a post or comment.
2. Do any of the following:
 - To delete the post or comment, tap .
 - To ignore a complaint, tap .
 - To block the subscriber from adding comments to the channel, tap .

Tip: You can edit your channel to turn off commenting or show only comments that you approve.